



<p>RETURN BIDS TO: RETOURNER LES SOUMISSIONS À:</p> <p>Bid Receiving - Environment Canada / Réception des soumissions – Environnement Canada</p> <p>Electronic Copy: soumissionsbids@ec.gc.ca</p> <p>BID SOLICITATION DEMANDE DE SOUMISSIONS</p> <p>PROPOSAL TO: ENVIRONMENT CANADA</p> <p>We offer to perform or provide to Canada the services detailed in the document including any attachments and annexes, in accordance with the terms and conditions set out or referred to in the document, at the price(s) provided.</p> <p>SOUSSION À: ENVIRONNEMENT CANADA</p> <p>Nous offrons d'effectuer ou de fournir au Canada, aux conditions énoncées ou incluses par référence dans le document incluant toutes pièces jointes et annexes, les services détaillés dans le document, au(x) prix indiqué(s).</p>	<p>Title – Titre Janitorial Services at National Hydrology Research Centre and Prairie Northern Wildlife Research Centre</p>		
	<p>EC Bid Solicitation No. /SAP No. – N° de la demande de soumissions EC / N° SAP 5000068924</p>		
	<p>Date of Bid solicitation (YYYY-MM-DD) – Date de la demande de soumissions (AAAA-MM-JJ) 2023-03-03</p>		
	<p>Bid Solicitation Closes (YEAR-MM-DD) - La demande de soumissions prend fin (AAAA-MM-JJ) at – à 3 :00 p.m. on – le 2023-04-03</p>	<p>Time Zone – Fuseau horaire CST</p>	
	<p>F.O.B – F.A.B</p>		
	<p>Address Enquiries to - Adresser toutes questions à Heidi Noble Heidi.Noble@ec.gc.ca</p>		
	<p>Telephone No. – N° de téléphone</p>	<p>Fax No. – N° de Fax</p>	
	<p>Delivery Required (YEAR-MM-DD) – Livraison exigée (AAAA-MM-JJ) 2028-03-31</p>		
	<p>Destination - of Services / Destination des services Saskatchewan</p>		
	<p>Security / Sécurité There is a security requirement applicable to the requirement</p>		
<p>Vendor/Firm Name and Address - Raison sociale et adresse du fournisseur/de l'entrepreneur</p>			
<p>Telephone No. – N° de téléphone</p>	<p>Fax No. – N° de Fax</p>		
<p>Name and title of person authorized to sign on behalf of Vendor/Firm: (type or print) / Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</p>			
<p>Signature</p>		<p>Date</p>	



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PART 1 – GENERAL INFORMATION

1.1. Security Requirement

1.1.1 Before award of a contract, the following conditions must be met:

- (a) the Bidder must hold a valid organization security clearance as indicated in Part 6 - Resulting Contract Clauses;
- (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 6 - Resulting Contract Clauses;
- (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.

1.2. Statement of Work

The Work to be performed is detailed under Annex A, Statement of Work of the resulting contract.

1.3. Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.



PART 2 – BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the PWGSC *Standard Acquisition Clauses and Conditions Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2022-03-29) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

The standard instructions 2003 are modified as follows:

Under “Text” at 02:

Delete: “Procurement Business Number”

Insert: “Deleted”

At Section 02 Procurement Business Number

Delete: In its entirety

Insert: “Deleted”

At Section 05 Submission of Bids, Subsection 05 (2d):

Delete: In its entirety

Insert: “send its bid only to Environment Canada (EC) as specified on page 1 of the bid solicitation or to the address specified in the bid solicitation;”

At Section 06 Late Bids:

Delete: “PWGSC”

Insert: “Environment Canada”

At Section 07 Delayed Bids:

Delete: “PWGSC”

Insert: “Environment Canada”

At Section 08 Transmission by Facsimile, Subsection 08 (1):

Delete: In its entirety

Insert: “Bids may be submitted by facsimile if specified in the bid solicitation.”

At Section 12 Rejection of Bid, Subsection 12 (1) a. and b.:

Delete: In their entirety

Insert: “Deleted”

At Section 17 Joint Venture, Subsection 17 (1) b.:

Delete: “the Procurement Business Number of each member of the joint venture,”

Insert: “Deleted”

At Section 20 Further Information, Subsection 20 (2):

Delete: In its entirety

Insert: “Deleted”



At Section 05 Submission of Bids, Subsection 05 (4)

Delete: "sixty (60) days"

Insert: "one hundred and twenty (120) days"

2.2 Submission of Bids

Bids must be submitted to Environment Canada (EC) at the address and by the date, time and place indicated on page 1 of the bid solicitation.

2.3 Former Public Servant – Competitive Bid

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

Definitions

For the purposes of this clause, "former public servant" is any former member of a department as defined in the *Financial Administration Act*, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the *Public Service Superannuation Act* (PSSA), R.S., 1985, c.P-36, and any increases paid pursuant to the *Supplementary Retirement Benefits Act*, R.S., 1985, c.S-24 as it affects the PSSA. It does not include pensions payable pursuant to the *Canadian Forces Superannuation Act*, R.S., 1985, c.C-17, the *Defence Services Pension Continuation Act*, 1970, c.D-3, the *Royal Canadian Mounted Police Pension Continuation Act*, 1970, c.R-10, and the *Royal Canadian Mounted Police Superannuation Act*, R.S., 1985, c.R-11, the *Members of Parliament Retiring Allowances Act*, R.S., 1985, c.M-5, and that portion of pension payable to the *Canada Pension Plan Act*, R.S., 1985, c.C-8.

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes () No ()**



If so, the Bidder must provide the following information, for all FPS in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with Contracting Policy Notice: 2012-2 and the Guidelines on the Proactive Disclosure of Contracts.

Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **Yes** () **No** ()

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than seven (7) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

2.5 Applicable Laws



Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Saskatchewan.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the bidders.

2.6 Bid Challenge and Recourse Mechanisms

- a) Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.
- b) Canada encourages suppliers to first bring their concerns to the attention of the Contracting Authority. Canada's [Buy and Sell](#) website, under the heading [Bid Challenge and Recourse Mechanisms - Buyandsell.gc.ca](#) contains information on potential complaint bodies such as:

Office of the Procurement Ombudsman (OPO)
Canadian International Trade Tribunal (CITT)

- c) Suppliers should note that there are strict deadlines for filing complaints, and the time periods vary depending on the complaint body in question. Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.

2.7 Mandatory Site Visit

It is mandatory that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for the site visit to be held at at the National Hydrology Research Centre (11 Innovation Boulevard, Saskatoon, Saskatchewan S7N 3H5) and the Prairie Northern Wildlife Research Centre (115 Perimeter Road, Saskatoon, Saskatchewan S7N 0X4) on March 13, 2023. The site visit will begin at 1:00 PM CST in the main meeting room of the National Hydrology Research Centre.

Bidders must communicate with the Contracting Authority (Heidi.Noble@ec.gc.ca) no later than March 13 by 10:00 AM CST to confirm attendance and provide the name(s) of the person(s) who will attend. Bidders will be required to sign an attendance sheet. Bidders should confirm in their bid that they have attended the site visit. Bidders who do not attend the mandatory site visit or do not send a representative will not be given an alternative appointment and their bid will be declared non-responsive. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation.



PART 3 – BID PREPARATION INSTRUCTIONS

3.1. Bid Preparation Instructions

Canada requests that bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid (1 electronic copy)

Section II: Financial Bid (1 electronic copy)

Section III: Certifications (1 electronic copy)

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid. Canada requests that bidders follow the format instructions described below in the preparation of their bid:

Note for electronic submission of bids:

In order to be considered, bids must be received by the date and time indicated on the cover page to herein as the "Closing Date." Bids received after the Closing Date will be considered non-responsive and will not be considered for contract award. Bids submitted by email must be submitted ONLY to the following email address:

Email Address: soumissionsbids@ec.gc.ca

Attention: Heidi Noble

Solicitation Number: 5000068924

Bidders should ensure that their name, address, Closing Date of the solicitation and Solicitation Number are clearly indicated in the body of their email. Bids and supporting information may be submitted in either English or French.

The total size of the email, including all attachments, must be less than 15 megabytes (MB). It is each Bidder's responsibility to ensure that the total size of the email does not exceed this limit.

Bids sent by fax will not be accepted.

It is important to note that emails systems can experience systematic delays and, at times, large attachments may cause systems to hold or delay transmission of emails. It is solely the Bidder's responsibility to ensure that the Contracting Authority receives a bid on time, in the mailbox that has been identified for bid receipt purposes. Date stamps for this form of transmission are not acceptable.

Section I: Technical Bid

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.



Part 4, Evaluation Procedures, contains additional instructions that bidders should consider when preparing their technical bid.

Section II: Financial Bid

1. Bidders must submit their financial bid in accordance with the Basis of Payment in Annex B. The total amount of Applicable Taxes must be shown separately.

2. Price Breakdown

In their financial bid, the bidders are requested to provide a detailed breakdown of the price for the following elements for each task of the Work, as applicable:

(a) Applicable Taxes: The bidders should indicate the Applicable Taxes separately.

3. Bidders should include the following information in their financial bid:

(a) Their legal name; and

(b) The name of the contact person (including this person's mailing address, phone and facsimile numbers and email address) authorized by the Bidder to enter into communications with Canada with regards to their bid; and any contract that may result from their bid.

Section III - Certifications

1. Certifications Required Precedent to Contract Award

Bidders must provide the required certifications Part 5.



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

4.1.1 Technical Evaluation

Except where expressly provided otherwise, the experience described in the bid must be the experience of the Bidder itself (which includes the experience of any companies that formed the Bidder by way of a merger but does not include any experience acquired through a purchase of assets or an assignment of contract). The experience of the Bidder's affiliates (i.e. parent, subsidiary or sister corporations), subcontractors, or suppliers will not be considered.

4.1.1.1 Point Rated Technical Criteria

Bidders must obtain a minimum overall score of **18 points** out of 36 in order for its proposal to be considered responsive.

Point Rated Technical Criteria is included in Attachment 1 to Part 4.

4.1.2 Financial Evaluation

4.1.2.1 Evaluation of Price

The price of the bid will be evaluated in Canadian dollars, the Applicable Taxes excluded, Canadian customs and excise taxes included.

For evaluation purposes only, the price of the bid will be determined as follows:

Proposals will be evaluated out of 40 points

The proposal with the lowest price receives the maximum 40 points, and all higher priced proposals will be pro-rated relative to the lowest price

4.2 Basis of Selection

4.2.1 Basis of Selection - Highest Combined Rating of Technical Merit and Price

1. To be declared responsive, a bid must:
 - (a) comply with all the requirements of the bid solicitation;
and
 - (b) Bidders must obtain a minimum overall score of **18 points** out of 36 points in order for its proposal to be considered responsive.



2. Bids not meeting (a) or (b) will be declared non-responsive.
3. The evaluation will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60% for the technical merit and 40% for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 60%.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40%
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 100 and the lowest evaluated price is \$100,000.00 (100).

Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)

<u>Bidder</u>	Bidder 1	Bidder 2	Bidder 3
Overall Technical Score	90/100	75/100	80/100
Bid Evaluated Price	\$115,000.00	\$110,000.00	\$100,000.00
<u>Calculations</u>			
Technical Merit Score	$90/100 \times 60 = 54$	$75/100 \times 60 = 45$	$80/100 \times 60 = 48$
Pricing Score	$100/115 \times 40 = 35$	$100/110 \times 40 = 36$	$100/100 \times 40 = 40$
Combined Rating	89	81	88
Overall Rating	1 st	3 rd	2 nd



**ATTACHMENT 1 TO PART 4
POINT RATED TECHNICAL CRITERIA**

Number	Criteria	Score
Experience		
<p>R1</p>	<p>The Bidder should demonstrate:</p> <ul style="list-style-type: none"> - It has performed cleaning services in a facility containing laboratories, workshops and warehouse or a similar type of facility with special cleaning requirements such as a medical clinic, care home, hospital or scientific research facility – 1 point - This should be within the last two years as of date of bid closing – 1 point - The facility is not less than 2000 square meters in total size, offices included – 1 point <p>Maximum points awarded – 3 points</p>	
<p>R2</p>	<p>The Bidder should provide documentation of company certifications and/or professional organization association memberships.</p> <ul style="list-style-type: none"> - IJCSA Canada – 3 points (International Janitorial Cleaning Services Association) - ISSA Canada – 3 points (International Sanitary Supply Association) - ISSA CIMS Certification – 3 points (International Sanitary Supply Association Cleaning Industry Management Standard Certification): - Better Business Bureau – 2 points - Saskatoon Chamber of Commerce – 1 point <p>Maximum points awarded – 3 points</p>	
<p>R3</p>	<p>The Bidder should provide documentation of any managerial courses completed by its proposed manager/supervisor in regards to leadership of staff as well as description of previous work experience highlighting the number of years as a manager/supervisor of janitorial services.</p> <ul style="list-style-type: none"> - Any completed managerial course provided to the proposed cleaning manager/supervisor – 2 points - 10 years or more experience managing staff – 1 point 	



	Maximum points awarded – 3 points	
Organization and Management:		
R4	<p>The Bidder should provide an organization chart showing the management and supervision structure of its company and list the positions of all personnel that would be involved should the Bidder be awarded the contract. The Bidder should also provide a description of their roles and responsibilities.</p> <ul style="list-style-type: none"> - Organization chart and description of roles and responsibilities – 3 points - Organization chart only – 1 point, - Description of roles and responsibilities only – 1 point. <p>Maximum points awarded – 3 points</p>	
Performance of Work:		
R5	<p>The Bidder should provide an employee performance plan that addresses how its staff will be monitored in their performance in completing Annex A, Statement of Work (SoW) should it be awarded the contract.</p> <p>The performance plan should address the following components:</p> <ol style="list-style-type: none"> a) Quality of performance by cleaning staff in completing all tasks listed the SOW; b) Adherence to meeting the frequencies for completion of all tasks listed in the SOW; and c) Actions to be taken by the Bidder when a) and b) are determined by the Site Authority and/or cleaning supervisor/manager as not in compliance with the terms of the SOW <ul style="list-style-type: none"> - The Bidder has provided a detailed performance plan that addresses all three components – 3 points - The Bidder has provided a performance plan that does not address or lacks details in one of the components – 2 points - The Bidder has provided a performance plan that does not address or lacks details in two of the components – 1 point - The Bidder has not provided a performance plan or has provided one that does not address or lacks details for all components – 0 points <p>Maximum points awarded – 3 points</p>	



<p>R6</p>	<p>The Bidder should provide its SoP as referenced in Annex A, Statement of Work identifying how it will address each requirement found in Appendix 1 to Annex A, NHRC & PNWRC Cleaning Requirement and Frequencies.</p> <p>The SoP should address the following components for each requirement:</p> <ul style="list-style-type: none"> a) Methods to be used by cleaning staff; b) Equipment, cleaning products and supplies to be used in completion of tasks; and c) Safety precautions to follow to protect cleaning staff and building occupants and what Personal Protective Equipment is to be used by cleaning staff in completion of tasks. <ul style="list-style-type: none"> - The Bidder has provided a detailed performance plan that addresses all three components – 3 points - The Bidder has provided a performance plan that does not address or lacks details in one of the components – 2 points - The Bidder has provided a performance plan that does not address or lacks details in two of the components – 1 point - The Bidder has not provided a performance plan or has provided one that does not address or lacks details for all components – 0 points <p>Maximum points awarded – 3 points</p>	
<p>Equipment List and ECCC Green Cleaning Program:</p>		
<p>R7</p>	<p>The Bidder should indicate that the powered equipment meets the conditions of the ECCC Green Cleaning Program, vacuums and floor scrubbers are Carpet and Rug Institute certified.</p> <p>Refer to Appendix 2 to Annex A, ECCC Green Cleaning Program.</p> <ul style="list-style-type: none"> - Vacuums are Carpet and Rug Institute certified – 2 points - Floor scrubber are Carpet and Rug Institute certified – 1 point <p>Maximum points awarded – 3 points</p>	
<p>R8</p>	<p>The Bidder should provide a list of the four most used cleaning products in completing Annex A, Statement of Work. Brand names, intended use of the product and indicate the product is ECOLOGO or Green Seal certified.</p>	



	<p>Products:</p> <ol style="list-style-type: none"> 1) Disinfectants, 2) All purpose cleaners 3) Glass cleaners 4) Hard surface floor detergents. <ul style="list-style-type: none"> - All four products listed – 1 point - Intended use of each product listed – 1 point - ECOLOGO or Green Seal certified for each product listed – 1 point <p>Maximum points awarded – 3 points</p>	
Health and Safety:		
<p>R9</p>	<p>The Bidder should provide a description of the type of Health and Safety training, safe work practices and/or other training provided to on site cleaning staff should it be awarded the contract.</p> <ul style="list-style-type: none"> - Employee Occupational Health and Safety training – 1 point - WHMIS training – 1 point - Safe Work Practice training - – 1 point <p>Maximum points awarded – 3 points</p>	
<p>R10</p>	<p>The Bidder should describe the personal protective equipment (PPE) and other safety equipment provided to cleaning staff, when and how it is to be used. How the PPE and other safety equipment and its use will protect the cleaning staff and building occupants in completing Annex A, Statement of Work.</p> <ul style="list-style-type: none"> - PPE and other safety equipment described – 1 point - How and when PPE and other safety equipment is used by cleaning staff – 1 point - How the PPE and other safety equipment protects cleaning staff and building occupants – 1 point <p>Maximum points awarded – 3 points</p>	
Training:		
<p>R11</p>	<p>The Bidder should describe the numbers of hours of on site internal training to be provided by a manager or supervisor and by what standard the training is considered sufficient for its staff. The Bidder should describe the number of hours of external training and identify the importance of the training.</p>	



	<ul style="list-style-type: none"> - The training program provides sufficient details and addresses the hours, type of training, and importance/standards – 3 points - The training program lacks sufficient details as it fails to address one of the following: hours, type of training, and importance/standards – 2 points - The training program lacks sufficient details as it fails to address two or more of the following: hours, type of training, and importance/standards – 1 point - The Bidder has not provided a training program or has provided one that lacks sufficient details in all of the following: hours, type of training, and importance/standards – 0 points <p>Maximum points awarded – 3 points</p>	
R12	<p>The Bidders should describe an emergency response training program that it will provide to its staff should it be awarded the contract.</p> <p>The emergency response training program should address the following components:</p> <ul style="list-style-type: none"> a) Cleaning product spills; b) Building and/or equipment damage resulting in risk exposure to all building personnel; and c) Reporting of emergency situations. <ul style="list-style-type: none"> - The Bidder has provided a detailed emergency response training program that addresses all three components – 3 points - The Bidder has provided a emergency response training program that does not address or lacks details in one of the components – 2 points - The Bidder has provided a emergency response training program that does not address or lacks details in two of the components – 1 point - The Bidder has not provided a emergency response training program or has provided one that does not address or lacks details for all components – 0 points <p>Maximum points awarded – 3 points</p>	
Total Points:		



PART 5 - CERTIFICATIONS

Bidders must provide the required certifications and associated information to be awarded a contract.

The certifications provided by bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default in carrying out any of its obligations under the Contract, if any certification made by the Bidder is found to be untrue whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority may render the bid non-responsive or constitute a default under the Contract.

5.1. Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the declaration form available on the [Forms for the Integrity Regime](#) website, to be given further consideration in the procurement process.

5.2 Certifications Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame provided will render the bid non-responsive.

5.2.1 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity [FCP Limited Eligibility to Bid](#) list available from Employment and Social Development Canada (ESDC) - Labor's website.

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the [FCP Limited Eligibility to Bid](#) list at the time of contract award.

5.2.2 Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the



proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

5.2.3 Education and Experience

SACC Manual clause [A3010T](#) (2010-08-16) Education and Experience



PART 6 - RESULTING CONTRACT

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

Title: Janitorial Services at National Hydrology Research Centre and Prairie Northern Wildlife Research Centre

6.1 Security Requirement

6.1.1 The following security requirements (SRCL and related clauses provided by the Contract Security Program) apply and form part of the Contract:

6.1.1.1 The contractor/offeror must, at all times during the performance of the contract/standing offer, hold a valid designated organization screening (DOS), issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).

6.1.1.2 The contractor/offeror personnel requiring access to sensitive work site(s) must **each** hold a valid **reliability status**, granted or approved by the CSP, PWGSC.

6.1.1.3 Subcontracts which contain security requirements are **not** to be awarded without the prior written permission of the CSP, PWGSC.

6.1.1.4 The contractor/offeror must comply with the provisions of the:

- a) Security Requirements Check List and security guide (if applicable), attached at Annex C.
- b) Contract Security Manual (latest edition).

6.2 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A".

6.3. Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the PSPC/PWGSC *Standard Acquisition Clauses and Conditions Manual* issued by Public Works and Government Services Canada.

6.3.1 General Conditions

[2010B](#) (2022-12-01) General Conditions - Professional Services (Medium Complexity), as modified below, apply to and form part of the Contract.

General conditions 2010B is modified as follows:

At Section 12 Transportation Costs

Delete: In its entirety



Insert: "Deleted"

At Section 13 Transportation Carriers" Liability

Delete: In its entirety.

Insert: "Deleted"

At Section 18, Confidentiality:

Delete: In its entirety

Insert: "Deleted"

Insert Subsection: "36 Liability"

"The Contractor is liable for any damage caused by the Contractor, its employees, subcontractors, or agents to Canada or any third party. Canada is liable for any damage caused by Canada, its employees or agents to the Contractor or any third party. The Parties agree that no limitation of liability or indemnity provision applies to the Contract unless it is specifically incorporated in full text in the Articles of Agreement. Damage includes any injury to persons (including injury resulting in death) or loss of or damage to property (including real property) caused as a result of or during the performance of the Contract."

At Section 06 Subcontracts

Delete: paragraphs 1, 2, and 3 in their entirety.

Insert: "The Contractor may subcontract the supply of goods or services that are customarily subcontracted by the Contractor. Subcontracting does not relieve the Contractor from any of its obligations under the Contract or impose any liability upon Canada to a subcontractor. In any subcontract, the Contractor agrees to bind the subcontractor by the same conditions by which the Contractor is bound under the Contract, unless the Contracting Authority agrees otherwise, with the exception of requirements under the Federal Contractors Program for employment equity which only apply to the Contractor."

At Section 19 Copyright

Delete: In its entirety

Insert: "Deleted"

6.4. Term of Contract

6.4.1 Period of the Contract

The period of the Contract is from date of Contract to March 31, 2028 inclusive

6.5. Authorities

6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: _____

Title: _____

Environment and Climate Change Canada
Procurement and Contracting

Address: _____

Telephone: ____ - ____ - _____

Email address: _____



The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

6.5.2 Site Authorities

The Site Authorities for the Contract are:

Name: _____
Title: _____
Environment and Climate Change Canada
Address: _____
Telephone: ____-____-_____
Email address: _____

Name: _____
Title: _____
Environment and Climate Change Canada
Address: _____
Telephone: ____-____-_____
Email address: _____

The Site Authorities named above are the representatives of the department or agency for whom the Work is being carried out under the Contract and are responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Site Authorities, however the Site Authorities have no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

6.5.3 Contractor's Representative

The Contractor's Representative for the Contract is:

Name: _____
Title: _____
Organization: _____
Address: _____
Telephone: ____-____-_____
Email address: _____

6.6 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2019-01](#) of the Treasury Board Secretariat of Canada.

6.7 Payment



6.7.1 Basis of Payment

The Contractor will be paid for its costs reasonably and properly incurred in the performance of the Work, as determined in accordance with the Basis of Payment in Annex B , to a limitation of expenditure of \$_____ (insert the amount at contract award). Customs duties are included and Applicable Taxes are extra.

6.7.2 Limitation of Expenditure

- (a) Canada's total liability to the Contractor under the Contract must not exceed \$ _____(insert the amount at contract award). Customs duties are included and Applicable Taxes are extra.
- (b) No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - (i) when it is 75 percent committed, or
 - (ii) four (4) months before the contract expiry date, or
 - (iii) as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,whichever comes first.
- (c) If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

6.8 Invoicing Instructions

6.8.1 Monthly Payment

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work performed has been accepted by Canada.



6.9 Certifications

6.9.1 Compliance

Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

6.10 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Saskatchewan.

6.11 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) Modified 2010B General Conditions - Professional Services (Medium Complexity) (2022-12-01)
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C – Security Requirements Check List;
- (f) Annex D – Insurance Requirements; and
- (g) the Contractor's bid dated _____, (*insert date of bid*) (*If the bid was clarified or amended, insert at the time of contract award: "as clarified on _____" or "as amended on _____" and insert date(s) of clarification(s) or amendment(s).*)

6.12 Insurance – Specific Requirement

The Contractor must comply with the insurance requirements specified in Annex D. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. For Canadian-based Contractors, coverage



must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors, coverage must be placed with an Insurer with an A.M. Best Rating no less than "A-". The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

6.13. Dispute Resolution

The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.

The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.

If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.

Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading ""<https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/contract-management/dispute-resolution>" [Dispute Resolution](#)".



ANNEX A

STATEMENT OF WORK

The Contractor hereby agrees to:

The Contractor must supply all materials, cleaning supplies, equipment, labour, and supervision as necessary to provide custodial services for Environment and Climate Change Canada (ECCC) at the National Hydrology Research Centre (NHRC) and Prairie Northern Wildlife Research Centre (PNWRC) in Saskatoon, SK, as detailed herein during the period of the Contract.

NHRC:

11 Innovation Boulevard
Saskatoon, Saskatchewan S7N 3H5

PNWRC:

115 Perimeter Road
Saskatoon, Saskatchewan S7N 0X4

1. Site Authorities:

Site Authorities are both equal decision makers in regards to the site for this Contract, you may deal with one more than the other at times. All written communication must be sent to both Site Authorities at all times. Only one response will be provided by one Site Authority on any item.

The Site Authorities are identified under Section 6.5.2, Site Authorities of this Contract.

2. Contractor Mandatory Requirements:

The following documentation must be sent by email as PDF attachments to the Site Authorities after contract award and before commencement of any work: Items A to D must be approved by the Site Authorities as sufficient documentation before commencement of any work.

- A. The Contractor must supply documented proof of WHMIS training for all contract staff working or who will work onsite.
- B. The Contractor must supply a copy of the company's employee training program, describing the type of training and duration required to perform necessary work tasks, safety protocols and equipment operation.
- C. The Contractor must supply a copy of the company's Occupational Health and Safety Program.
- D. The Contractor must supply documented Standard Operating Procedures for all work tasks to be performed by staff working onsite to fulfil the terms of this Contract, paper copy or digital format. Standard Operating Procedures are defined as step-by-step instructions, prescribed methods, to be followed routinely in the performance of work tasks to ensure safe, consistent, and quality output that meet the standards of this Contract.

3. Contractor Staff Requirements:

- A. All cleaning staff must also be able to communicate fluently and effectively in English for verbal, written and electronic formats, this is very important to ensure the Health and Safety of contracted cleaning staff, and all people working at both NHRC & PNWRC. This is also important to ensure contract compliance and communication is clear to all parties. (This will be cleared by Site Authorities).
- B. The Contractor must supply at a minimum:



- One full time day shift cleaner starting at 8:00AM (0800 HRS) and ending at 4:00PM (1600 HRS). This position must have transportation (no walking/bicycling) between the NHRC and PNWRC to perform duties at both locations daily.
 - The Contractor must supply, at a minimum, two cleaning staff persons, per building, for the evening shift at NHRC and PNWRC. It is part of NHRC and PNWRC policy that no cleaning staff are to work alone in the building past 5:00PM (17:00 HRS) Monday to Friday.
 - **Evening cleaning staff are required to be onsite from 5:00PM (1700 HRS) to 8:00PM (2000 HRS) Monday to Friday.**
 - Cleaning services pre-approved by the Site Authorities may extend past 8:00PM (2000 HRS) and be completed no later than 9:00PM (2100 HRS).
 - The number of cleaning staff over the minimum stated above is to be determined by the Contractor to ensure the Work is completed as per contract.
- C. In the event of cleaning services provided outside of the Monday to Friday cleaning hours, including weekends and statutory holidays, a minimum of two cleaning staff must be provided and pre-approved by the Site Authorities.
- D. Any cleaning staff not acceptable to the Site Authorities because of incompetence, improper conduct, communication difficulty, policy violation or being a security risk will be removed from the work site and replaced by the Contractor immediately by instruction of the Site Authorities.
- E. The Contractor will provide stand by cleaning staff in the event that assigned regular cleaning staff are unable to provide services to NHRC or PNWRC. The Contractor must send an email as soon as normally possible to the Site Authorities of any staff absenteeism and fill in of stand by staff, then provide a follow up email notification of the situation and what was done to correct it within 24 hours. The Contractor will be required to supply the names of security cleared designated stand by staff to the Site Authorities at start of the Contract. Any changes to the list of stand by staff must be updated when they take place and supplied in email written form to the Site Authorities within 24 hrs of the change.
- F. The Contractor will ensure that all staff working onsite adhere to the Canadian and Saskatchewan Occupational Health and Safety Regulations, Canadian Labor Code, National Fire Code, and any applicable regulatory codes while performing their work tasks.

4. Formal Hours of Work:

- A. Any cleaning services required and/or requested outside of the Monday to Friday hours of work must be pre-approved by the Site Authorities.
- B. Monday to Friday cleaning services will commence no earlier than 8:00 AM (08:00 HRS) and be completed by no later than 8:00 PM (20:00 HRS).
- C. Dayshift start and end time for NHRC and PNWRC is 8:00AM (0800 HRS) to 4:00PM (1600 HRS) Monday to Friday.
- D. Evening shift start and end time for NHRC and PNWRC is 5:00PM (1700 HRS) to 8:00PM (2000 HRS) Monday to Friday.

5. Federally Recognized Statutory Holidays:

New Year's Day:	January 1
Good Friday:	March or April, Friday before Easter Sunday
Easter Monday:	March or April, Monday after Easter Sunday
Victoria Day:	May, Monday preceding May 25
Canada Day:	July 1
Civic Holiday:	August, first Monday
Labor Day:	September, first Monday
Truth and Reconciliation Day:	September 30



Thanksgiving Day:	October, second Monday
Remembrance Day:	November 11
Christmas Day:	December 25, or directly following if on a weekend
Boxing Day:	December 26, or directly following if on a weekend

Federal Government buildings are open for Family Day in February as this is a Provincial Holiday; janitorial services will be required that day.

6. Building Security and Access:

- A. Entrance to NHRC and PNWRC for cleaning staff must be done by using their ID/Access cards on front entrance card readers. All staff must swipe their cards when arriving for work at NHRC and PNWRC.
- B. Security access ID cards must be carried and visibly worn, on person, by all contractor staff at all times. In the event that Contractor staff fail to arrive for work without their security access ID card, they must sign out a visitor tag from the security desk between the hours of 8:00 AM to 3:30 PM (0800 hours and 1530 hours). Outside of these hours, Contractor staff are required to leave the site and return with their security access ID card. Under no circumstance are they to ask any building occupant or ECCC personnel for admittance to the building. The Contractor will notify the Site Authorities within 24 hours of either situation occurrence.
- C. The Contractor must pre-arrange signing out visitor security access cards for sub-contracted services for work that is outside of Monday to Friday 8:00AM to 3:30PM, (0800 to 1530 HRS). Visitor security access cards must be worn and visible at all times by sub-contracted service personnel while onsite. Visitor security cards are not to leave the NHRC or PNWRC site, with the exception of travel between the two buildings.
- D. For any NHRC designated cleaning staff or stand-by staff who has a security access ID card that ends their employment with the Contractor, the Contractor must immediately report this to the Site Authorities by telephone, cell phone, so the security ID card can be cancelled. The Contractor must submit a written letter with the name of the employee and circumstances for end of employment to the Site Authorities within 24 hours. Paper copy or email.
- E. **Any room, office, laboratory and workshop door that is locked prior to entrance for cleaning tasks, must be locked when cleaning tasks are completed, if unlocked leave it as it was. All internal building doors are to be left as they are found.**
- F. **Under no circumstances are Contractor staff to allow anyone admittance to the building.**
- G. The Contractor and cleaning staff must not list, publicize or use in any fashion for business or personal purposes the name and address of the NHRC or PNWRC, and the work conducted by ECCC or GIWS personnel without prior written approval of the Site Authorities.

NHRC:

- H. For start and end of work shift times, building ingress and egress must be through one of the main entrances. South front main entrance or north employee entrance. During work hours entrances in rooms 1620 and 1670 may be used but for work tasks only.
- I. NHRC security policy requires all staff, contracted service personnel and visitors to sign in and out, upon arrival and departure, in the Sign In Out logbook located at the security desk near the south main building entrance. This security requirement applies to all cleaning staff and sub-contractors, 24 hours a day and seven days per week. Failure to follow policy or falsification of arrival and departure times may result in cleaning staff and/or sub-contractors being banned from working onsite and possible termination of this Contract.

PNWRC:



- J. For start and end of work shift times, building ingress and egress must be through the front east side main entrance. During work hours the south and west side entrances may be used for work purposes only.
- K. PNWRC security policy requires all staff, contracted service personnel and visitors to sign in and out, upon arrival and departure, in the Sign In Out logbook located at the desk in the main building entrance or administration office 267. This security requirement applies to all cleaning staff and sub-contractors, 24 hours a day and seven days per week. Failure to follow policy or falsification of arrival and departure times may result in cleaning staff and/or sub-contractors being banned from working onsite and possible termination of this Contract.

7. Building Keys:

- A. **NHRC:** building keys issued to the cleaning staff are not to leave the NHRC site. Upon start of any cleaning shift, staff will pick up their required keys from the south main floor janitor room 1005. Upon completion of their shift keys are to be left in room 1005.
- B. **PNWRC:** building keys issued to cleaning staff are not to leave the PNWRC site. Upon start of any cleaning shift, staff will pick up their required keys from the first floor janitor room 168. Upon completion of their shift keys are to be left in room 168.
- C. **Building keys are to be kept by Contractor cleaning staff on their possession at all times during their shift, not left on janitor carts or anywhere while completing cleaning tasks, etc.**
- D. The Contractor will notify the Site Authorities immediately of any keys that are lost or misplaced.
- E. Contravention of these directives will be considered a security breach.

8. General Conduct:

Contractor staff and sub-contractors **MUST NOT:**

- A. Disturb or tamper with any professional papers, books, notes, etc. and/or personal property not belonging to Contractor staff anywhere within the building.
- B. Open drawers, cabinets, boxes or any such items.
- C. Use telephones, photocopiers, radios, office equipment, tools, or any items that do not belong to the Contractor or its staff.
- D. Plug any electrical device into a power bar or electrical outlet found in any office, laboratory or workshop unless approved by Site Authorities. Use hallway electrical outlets only.
- E. Use or occupy any office, room, conference/meeting room, laboratory, workshop except to perform the tasks required by this Contract.
- F. Sit in any area, office, room, conference/meeting room, laboratory, workshop for a rest period or break except the NHRC lunchroom 2010 and the PNWRC lunchroom 263.
- G. Conduct personal cell phone calls, text or watch videos on cell phone anywhere in the building except on break in one of the lunchrooms. Work related cell phone calls are allowed but must be conducted in a quiet area that does not affect building occupants.
- H. Socialize excessively with building occupants while on duty.

Any Contractor's staff found to have violated the above will not be allowed further access to the building and the Contractor must replace such staff with pre-approved designated stand by staff.

9. Contractor Employee Parking:

- A. Contractor staff must display parking passes on their vehicle rear view mirrors while onsite or park only in Site Authority designated parking spots to avoid parking tickets issued by the University of Saskatchewan Parking Enforcement Department.



- B. The Site Authorities will issue a total of five parking passes for use by Contractor staff. Three for NHRC day and evening shift and two for PNWRC evening shift.
- C. If additional parking is required by Contractor staff that do not have a parking pass, they would have to find other parking offsite or use the metered pay parking stalls.
- D. **NHRC:** day and evening shift staff are to park either in the south front or north rear parking lots. Daytime Contractor staff will be designated to park in the east gated compound in one of the Contractor parking spots. Do not park in one of the metered pay parking stalls with a parking pass.
- E. **PNWRC:** the day shift cleaning supervisor and evening staff are to park in the south east employee lot. Do not park in the metered pay stalls located across from the front entrance with a parking pass.
- F. In the event there is a change in the NHRC & PNWRC parking policy described in this section, the Contractor will be notified in advance by the Site Authorities.

10. Janitorial Storage: Supplies and Equipment

- A. **NHRC:** Supplies and Contractor equipment are to be stored in janitor rooms 1005, 1006 and 2004. Room 1655 may be used to store larger equipment such as floor scrubbers, use of this room must be pre-approved by the Site Authorities
- B. **PNWRC:** Supplies and Contractor equipment are to be stored in janitor rooms 168 and 209C. Floor scrubber and floor burnish machines are to be stored in 1st floor west stairwell
- C. All janitor rooms are to be cleaned properly at the start of this Contract then must be kept clean and neat in appearance at all times.
- D. Doors are to remain closed and locked when not in use by cleaning staff. With the exception of janitor room 168 at PNWRC.

11. Cleaning Supplies and Equipment:

Supplies:

- a. The Contractor will provide all cleaning materials and products needed to comply with the terms of this Contract. This includes but not limited to;
 - Paper towel, toilet paper, hand soap and dispensers. Paper towel, soap and toilet paper type supplied must be consistent with current products brands and type. Any change by the Contractor must be pre-approved by the Site Authorities.
 - Cleaning agents, disinfectants, detergents, polishes, waxes, stain removers, garbage bags, liquid concentrate dilution stations, spray bottles, etc.
 - Feminine hygiene products (tampons/napkins) and dispensers, coil operated dispensers are allowed
 - Micro fiber cloths, sponges, brooms, mops, dust wands, wash buckets, wet floor signs, etc.
 - **All cleaning materials and supplies, paper products and equipment use must be consistent for the NHRC and PNWRC. The Site Authorities reserve the right to accept or refuse the supply and use of any materials, supplies, paper products and equipment and/or does not comply with the ECCC Green Cleaning Policy.**

Equipment:

- a. The Contractor must provide and maintain all equipment and tools necessary to comply with the terms of this Contract.



- b. All cleaning equipment and machines must be maintained at the highest standard of appearance and operational efficiency. The Site Authorities may order any items not maintained to be removed and replaced by the Contractor, to the approval of the Site Authorities. The Contractor must label all their equipment for easy identification.
- c. All equipment and supplies must be stored in a secure and safe manner so as not to pose a hazard to cleaning staff or RPM maintenance staff that may access any janitor room.
- d. Cleaning equipment and supplies in use within areas of the building, during the performance of work tasks, must not pose a hazard to building occupants. (example: janitor carts not parked immediately around a hallway corner, in front of a doorway or centered in the middle of a hallway), wet floors signs need to be used when floor is wet and removed when dry.
- e. ECCC and or Site Authorities will not be responsible for damage or loss to the Contractor's supplies, materials, or equipment in the building or onsite, nor to personal belongings of the cleaning staff and sub-contractors

All cleaning supplies, equipment and cleaning practices must comply with the ECCC Green Cleaning Program requirements, refer to Appendix 2 to Annex A, ECCC Green Cleaning Program.

12. Waste Disposal and Recycling:

- A. It is the responsibility of the Contractor to keep the surrounding area of the red waste bins clean and clear of debris. The cleaning staff must not add any waste garbage, bagged or not, to these waste containers that would protrude above the top edge of the waste bin.
- B. The Contractor will empty all garbage containers within the buildings. Only black colored garbage bags are to be used by the Contractor for waste containers. Exception: within laboratories only waste containers that have black garbage bags are to be emptied. Any waste container with a different colored bag, or without a bag, are not to be touched by cleaning staff, this is for safety reasons. Various waste containers are the responsibility of laboratory staff to dispose of. If cleaning staff are in doubt of laboratory waste containers the Site Authorities will provide clarification.
- C. For office, laboratory and washroom waste containers, it is preferred that black garbage bags are reused until such time they become too soiled, wet or in poor condition before being replaced. Cleaning staff should dump the waste containers into a larger one for content disposal and not reach in by hand to remove contents. Reuse of garbage bags is optional for health and safety reasons. This clause is based on ECCC Policies on environmental plastics contamination.
- D. **NHRC:** The Contractor will empty the blue bin recycle containers from rooms 1237 (copy/print room), 1028, 1261/1262, 1350, 1652, 2268 and 2330. Recyclable materials from these rooms are to be emptied into the large exterior blue recycle bin located outside the north main entrance. All materials placed in the recycle bin by the Contractor will comply with the ECCC Recycling Guidelines. Exception: the Contractor will regularly check and empty the paper shredder in room 1237, the shredded paper can be in a clear plastic bag only then placed in the exterior blue recycle bin.
- E. **PNWRC:** The Contractor will empty the blue bin recycle containers from rooms 169, 217 and 266. Recyclable materials from these rooms are to be emptied into the large exterior blue recycle bin located outside the west back area of the building next to the compound gate.

No glass or plastic bagged items are to be placed in the exterior recycle bin, refer to the ECCC Recycling Guidelines.

13. Building Damage and Infrastructure:



- a. The Cleaning staff must inform the Site Authorities, or designate, immediately of any damage discovered or caused by the Contractor to the building structure, equipment, furnishings, doors, windows, plumbing, electrical, or any infrastructure components.
This includes: blocked drains, plugged toilets and urinals, sinks and faucets, water leaks, tripped electrical breakers, exterior doors left open or unsecured, non-functioning water fountains, etc. Water leaks and other obvious emergencies, cleaners are to call RPM immediately. **(Numbers will be posted in cleaning closets.)**
- b. Within 24 hours of observed damage or infrastructure breakdown, email notification must be sent to the Site Authorities citing the details of the situation, this includes accidental damage originating with the cleaning staff.

14. Renovation and Conversion of Flooring:

There will be no adjustment to the contract payment amount where existing rooms are refurbished or renovated, or where existing flooring is converted to another type resulting in slight changes to cleaning frequencies and task requirements during the term of this Contract.

15. Special Cleaning Requirements:

- a. Depending on seasonal and inclement weather conditions, high traffic floor areas, may require daytime cleaning to neutralize the effects of tracked in dirt, mud, grit and snow. High traffic areas are:

NHRC:

- South and north main building entrances, 1620 and 1670 entrances
- South and north main stairs
- Hall corridors and east and west stairwells

PNWRC:

- Front entrance, stairs to second floor and elevator
- South building entrance and stairs to first and second floor
- Hall corridors and office 267

- b. For vacuuming, carpet cleaning, stripping and waxing and floor washing, it is the Contractor's responsibility to move light furniture in order to complete the tasks. Light furniture includes: office chairs and flooring protectors, chairs and tables in meeting/conference rooms, coat trees, waste and recycle containers. Moving or handling of papers, books and building occupant personal items is not permitted and in the event that such items prevent completion of the work the Contractor will notify the Site Authorities.
- c. Open surfaces of desks, tables, book cases and shelves in offices and non-laboratory rooms are required to be dusted without disturbing items on them.

16. Additional Cleaning Services:

- a. For cleaning services, described in the contract, requested in addition to the listed frequencies, additional payment will be made.
- b. For cleaning services requested outside of those described in the contract and accepted by the Contractor, additional payment will be made.
- c. Changes to the supply and use of materials and products supplied by the Contractor, more than 60 days after contract award, that incur an additional expense to the Contractor, addition payment may be made.
- d. The Site Authorities will provide a request in writing for additional cleaning services. The Contractor will provide a price quote with acceptance of the additional cleaning services and approval will be given by the Site Authorities to the Contractor to proceed with the work.



Payment will be made from the annual allowance for additional cleaning services. The Contractor may decline requested additional cleaning services, the Site Authorities will then offer the additional cleaning services to another cleaning company

17. Communication:

- a. The NHRC and PNWRC utilize an online work request program, this program generates email notifications of building occupant requests. The Contractor therefore must supply an email address for the cleaning company manager to receive these work requests and deficiency notices via email and a cell phone number to call direct.
- b. Issues concerning deficiencies, non-adherence of cleaning standards, staff performance, etc. will be relayed through the work request program and email notification. The Contractor must respond by email to the Site Authorities within one business day to acknowledge receipt of any work request email notification or deficiency report.
- c. Upon completion of any work request or resolution of other issues, the Contractor must email the notification to the Site Authorities stating completion with a brief explanation of actions taken.
- d. Issues that require immediate action will be relayed verbally or by cell phone to the cleaning company manager then followed with an email notification.

18. Inspections and Deficiencies:

- a. The Site Authorities will conduct solo inspections at any given time or whenever it is observed that contractual obligations are not being met. Observations will be communicated through the online work request program and email notification.
- b. The Site Authorities and the cleaning company manager will conduct a building wide inspection together once monthly. Results of deficiencies or other issues will be sent to both parties through the online work request program.
- c. Deficiencies and other non-compliance issues must be resolved within a maximum of 5 business days. Any issue that cannot be completed within a maximum of 5 business days must have a written action plan submitted to the Site Authorities, including projected completion date before the 5 business days from receipt of the deficiency or non-compliance email notification.
- d. Assessment and evaluation for compliance to the ECCC Green Cleaning Program will be conducted by the Site Authorities, refer to Appendix 2 to Annex A, ECCC Green Cleaning Program.

19. Contract Enforcement

This Contract will be enforced in the following manner to ensure satisfactory performance or else the speedy removal of the Contractor for default of contract under the terms of the contract:

1. Deficiencies in performance of the Work and non-compliance issues not resolved in Section 18. Inspections and Deficiencies (item c.) will be considered a default of contract;
2. A first default will result in a letter of notification to the Contractor of the default. If the default is not immediately corrected, the Site Authorities may call in another contractor to rectify the default and deduct the cost from payment due, or the Site Authorities may deduct monies relating to the default and the services not tendered. If the Contract is bonded with a Performance Bond, a copy of the first letter of default will be forwarded to the Bonding Company;
3. The first letter of default will also notify the Contractor that a second default of any kind will automatically commence action to take the Work out of the Contractor's hands in accordance with the terms of the Contract;



4. A second default by the Contractor will result in a letter from the Site Authorities to the Contractor giving notice of the default. This second letter will also inform the Contractor that the Site Authorities is proceeding with the steps to take the Work out of the Contractor's hands;
5. After a second default all payments will immediately cease in accordance with the terms of the Contract;
6. After a second default the Work of the Contract will, be taken out of the hands of the Contractor;
7. There will be no "action steps" as outlined above for very serious poor performance, non-compliance, abandonment of the Contract or bankruptcy, etc. The Site Authorities will, in these serious situations, immediately commence to take the Work out of the Contractor's hands in accordance with the terms of the Contract.

20. Contractor Cleaning Schedule and Cleaning Logs:

Within 60 days of award of this Contract, the Contractor is responsible for creating a schedule from the tasks outlined in Appendix 1 to Annex A, NHRC & PNWRC Cleaning Requirements and Frequencies. The Completion Day/Date assigned to each task indicates the deadline for those tasks to be completed. A cleaning schedule must define what tasks each cleaner performs daily on their shift from Monday to Friday. The time of day, day of the week, date of the month and year for completion of assigned tasks are to be noted in the schedule.

Within 60 days of award of this Contract, the Contractor is responsible for creating cleaning log sheets to be completed by cleaning staff for the tasks described in this Contract. Cleaning logs will be used to verify that the work is completed with the frequencies and deadlines required.

The Contractor may create a combined cleaning schedule/log sheet for staff to use. The cleaning schedule and log sheets must be kept in a binder in room 1005 at NHRC and room 168 at PNWRC. Log sheets must be available to the Site Authorities at all times and will be kept on file for a minimum of one year from completion date.

21. ECCC Green Cleaning Program:

The Contractor agrees to perform all work, supply all products and equipment that complies to the requirements in the ECCC Green Cleaning Program, refer to Appendix 2 to Annex A.

22. Fire Procedures and Emergency Evacuation:

- a. All cleaning staff, regular and stand-by, are required to read, sign and return a copy of the ECCC Cleaning Contractor Fire Orders. By signing and returning a copy to the Site Authorities, all Contractor staff verify they have read and understood the directions of the ECCC Cleaning Contractor Fire Orders.
- b. A copy of the NHRC or PNWRC Fire and Emergency Planning Manual with more detailed information will be made available upon request to the Site Authorities.
- c. Any Contractor staff onsite during fire and emergency evacuation drills are required to participate and obey directions from NHRC or PNWRC Emergency Evacuation Team.

23. Areas Not to be Entered at Anytime:

The following areas are **NOT TO BE ENTERED** under any circumstances without prior approval of the Site Authorities and/or under supervision due to Health and Safety concerns and for security reasons:

NHRC:

- Cold Rooms, Environmental chambers, Walk In Freezers
- Mechanical rooms 2670, 2671 and 2672. Elevator machine rooms 1007 and 2012.



- Main and second floor Service Corridors.
- Warehouse 1660
- Rooms 1661 to 1665, chemical storage rooms
- Locked caged areas in rooms 1671 to 1676
- Room 2244 computer room.
- Locked Caged areas in room 2651 and 2621.

PNWRC:

- Storage room 100.
- Necropsy Lab room 110.
- Walk In freezer room 111.
- Enforcement Officer storage room 112.
- Telephone room 113.
- Mechanical rooms 114 and 171.
- All Biohazard Labs except for scheduled cleaning.
- Inside of locked cage areas in Main Shop outbuilding.



APPENDIX 1 TO ANNEX A

NHRC & PNWRC CLEANING REQUIREMENTS AND FREQUENCIES

Cleaning Code Frequencies:

The following frequency codes must apply to the listed cleaning requirements of this Contract and specify the frequency of the cleaning requirements that are to be completed.

- **D** - daily
- **2D** - two times per day
- **3D** - three times per day
- **W** - weekly
- **TW** - two times per week
- **E2W** - every two weeks
- **M** - monthly
- **E2M** - every two months
- **E3M** - every three months
- **E6M** - every six months
- **A** - annually
- **AR** - as required (in addition to listed frequencies due to weather conditions or building activity)
- **ASR** - as requested (in addition to listed frequencies and only when requested Site Authorities)

Example:

Item	Description	Day/Evening Shift	Frequency	Completion Day/Date
	Cleaning task to be completed	Shift task is to be completed on	How often task is to be completed	Time/day/date task is to be completed on or before

Time of day completion deadline times for daily tasks are to be completed on or before the time noted for each task except for washrooms and lunchroom cleaning which must be completed as close to the times noted for those tasks.



NHRC:

A. Flooring

1. Resilient – Vinyl Tile and Linoleum

a.	Sweep and wash entire floor area (common area hallways)	Evening	D	8:00PM
b.	Sweep and wash entire floor area (all rooms, offices and labs)	Evening	W	Thursday
c.	Polish an spray buff (common area hallways)	Evening	W	Thursday
d.	Polish an spray buff (all rooms, offices and labs))	Evening	M	25 th of each month
e.	Strip and wax all floors and stairwells	Evening	A	TBD

Daytime sweeping and washing of interior flooring, particularly within five meters of the south and north main entrance interior, will be required dependent on seasonal weather conditions. Item: “e. Strip and wax all floors and stairwells” frequency will commence at the start date of the Contract and completed within 30 days, and annually there after.

2. Ceramic Tile: Terrazzo, Marble, Quarry and Cross-Ville Slate

a.	Sweep and wash entire floor areas, include center north and south open stairwells	Evening	D	8:00PM
b.	machine scrub entire floor areas	Evening	W	Thursday

3. Concrete Floors

a.	Sweep entire floor areas	Day	W	Wednesday
b.	Motorized Machine scrub entire floor areas	Day	W	Wednesday

Rooms: 1620, 1630, 1640, 1642, 1650, 1654. Include underneath overhead doors. Second floor areas 2620 and 2650: sweep and wash weekly (W), include stairs in these areas.

4. Carpeted Areas: Offices, Conference and Meeting Rooms, Room 2020

a.	Vacuum full floor areas	Evening	W	Thursday
b.	Vacuum carpets as required or as requested (requests from building occupants and when cleaning staff vacuuming in addition to item a.)	Day and Evening	AR or ASR	Anytime
c.	Spot clean stains and soiled areas in carpet	Day and Evening	AR or ASR	Anytime
d.	Steam clean all carpeted areas	Evening	E6M	April and October

5. Entrance Vestibule Foot Grilles, Door Mats

a.	Vacuum entrance mats, north and south main entrances, 1620 and 1670	Day and Evening	D	10:30AM 1:30PM 6:00PM
b.	Clean and vacuum north and south main entrance vestibules	Evening	D	7:00PM

6. All Flooring, All Areas and Rooms



a.	Corners and wall edges to be cleaned of dirt build up	Day and Evening	M	25th
b.	All cove base/ baseboards to be kept clean and no splash marks from floor washing or stripper/wax build up	Day and Evening	M	25th

B. Walls

1. Painted Drywall and Vinyl Wallpaper

a.	Spot clean finger marks, smudges and stains from walls and partitions, including light switches	Day	D	Anytime
b.	Clean dirt and stains from and above baseboards	Day	M	25th
c.	Dust walls and clean cobweb build up, floor to ceiling	Day	M	25th

2. Ceramic Tile and Stone/Concrete

a.	Spot clean finger marks, smudges and stains from all ceramic tile walls and columns	Day	D	Anytime
b.	Dust walls and clean cobweb build up, floor to ceiling	Day	M	25th
c.	Clean tile baseboards	Day	M	25th

3. Partitions: fabric covered and panel Office Partitions

a.	Vacuum all surfaces of fabric partitions	Evening	M	25th
b.	Clean all surfaces of panel partitions	Evening	M	25th

4. Metal Curtain Walls

a.	Spot clean marks, smudges and stains	Day	W	Thursday
b.	Clean all interior surface	Day	E6M	April 30 and October 30

C. Ceilings

1. Acoustical Tile, Painted Drywall and Metal Linear Strip

a.	Clean dirt/dust and cobweb build up	Day	M	25th
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2. Light Fixtures, Air Supply / Air Return Vents and Grills

a.	Exterior only: Clean dirt/dust and cobweb build up	Day	E3M	January 30 April 30 July 30 October 30
b.	Vacuum return/exhaust air grills, washrooms, labs, meeting rooms, hallways	Evening	E3M and ASR	January 30 April 30 July 30 October 30

3. Emergency Lighting Lamps and Exit Signs



a.	Dust/clean all ceiling mounted emergency lamp heads and Exit Signs	Day	M	30th
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D. Building: General Areas

1. Lunch Room/Kitchen

a.	Sweep and wash entire floor area	Day	D	1:30 to 2:00PM
b.	Clean tables and counter tops, morning and afternoon	Day	2D	10:30AM 2:00PM
c.	Clean plastic chair seats, morning and afternoon	Day	2D	10:30AM 2:30PM
d.	Vacuum fabric chairs	Day	W	Thursday
e.	Clean glass wall and frame from lunch room to hallway	Day	M	30th
f.	Clean exterior of all appliances, stove, fridge, microwaves, vending machine	Day	W	Thursday
g.	Clean sink and clean/sanitize potable water faucet and basin	Day	D	2:30PM
h.	Descale potable water faucet and basin	Day	W	Thursday

2. Main Entrances: North and South

a.	Vacuum foot grills and spot clean interior of vestibules	Evening	D	8:00PM
b.	Clean/sanitize door handles and push bars	Day	D	10:00AM
c.	Spot clean exterior and interior door glass and windows	Day	D	10:00AM
d.	Clean exterior and interior door glass, windows and frames	Day	M	25th
e.	Clean door metal and door automatic closers and closer arms	Day	M	25th
f.	Clean de-icer cabinet and snow shovel pad	Day	W	Thursday
g.	Steam clean or pressure wash vestibule foot grills and clean out collection basin (outside of regular building hours,)	Evening	E6M	April and October
h.	Clean threshold plates	Evening	W	Thursday

3. Stairwells and Landings: East and West, North and South Ceramic Tile Open Stairs

a.	Sweep and wash stairs and landing	Evening	D	8:00PM
b.	Clean hand rails: North and South Open Stairs	Day	D	3:00PM
c.	Clean hand rails: East and West stairwells	Day	D	3:00PM
d.	Clean vertical grills, baseboards, stringers and ledges: East and West stairwells	Day	M	30th
e.	Dust wall mounted light fixtures (East and West stairwells)	Day	W	Friday
f.	Clean glass under hand rails (North and South)	Day	M	30th

4. Elevators

a.	Clean elevator floors	Evening	D	8:00PM
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b.	Spot clean finger marks, smudges and stains from call button, interior and exterior	Day	D	4:00PM
c.	Clean all stainless steel and exterior of light fixtures	Day	W	4:00PM
d.	North Elevator: clean wood panels	Day	M	25th
e.	South Elevator: clean inside cab window glass	Day	M	25th
f.	Clean door sill and tracks (cab and landing)	Evening	W	Thursday

5. Waterfall and Flora Beds

a.	Clean up leaves and debris from floor and tops of retaining walls and ledges (not inside flora beds or waterfall)	Day	D	4:00PM
b.	Clean ceramic tile immediately around waterfall, horizontal and vertical surfaces	Day	W	Thursday
c.	Remove water scale deposits from around waterfall flow areas of ceramic tile	Day	M	30th

Note: stepping inside flora beds to clean windowsills is permitted; cleaners are not required to clean inside the flora beds or waterfall pond.

6. Office Glass Walls, Interior Windows and Laboratory Door Glass

a.	Spot clean finger marks, smudges and stains	Day	D	4:00PM
b.	NHRC: clean all interior glass and frames (office walls, windows and lab doors)	Evening	E3M	January 30 April 30 July 30 October 30
c.	GIWS: clean all interior office glass walls, windows and frames	Evening	W	Thursday

Note:

- NHRC: National Hydrology Research Centre areas.
- GIWS: Global Institute for Water Survey office.

7. Decorative Hung Glass

a.	Spot clean any marks, smudges and stains	Day	AR and ASR	Anytime
b.	Clean all glass	Day	A	July 30th

Note:

- NHRC common areas, north and south open stairwells, second floor railings, first floor overhead hallway decor.

8. Internal Doors, Frames and Handles

a.	Lever handles and doorknobs cleaned/sanitized for rooms 1620, 1630, 1650, 1670	Day	D	3:00PM
b.	Lever handles and doorknobs cleaned/sanitized all areas	Day	W	Friday
c.	Clean dust/dirt build up from door frames, spot clean stains	Day	W	Friday
d.	Clean all door frames of marks and stains	Day	E3M	January 30 April 30 July 30



				October 30
e.	Clean all metal doors for 1620, 1630, 1650, 1670	Day	M	25th
f.	Clean all wood doors	Day	A	July 30th
g.	Clean threshold plates, all areas	Evening	M	25th

9. Security Desk

a.	Clean counter top and facing, floor plan display	Evening	D	8:00PM
b.	Dust lower counter tops, telephone and computer monitors USING A DUST WAND	Evening	D	8:00PM
c.	Dust tops of metal cabinets behind desk	Evening	W	Friday

10. Drinking Water Fountains

a.	Clean and sanitize	Day	D	3:00PM
b.	Remove any water scale build up	Day	W	Thursday

11. Stainless Steel

a.	Spot clean marks, smudges and stains	Day	D	4:00PM
b.	Clean all stainless steel	Day	W	Friday

Note:

All stainless steel accessible from common areas and hallways:

- East and west, first and second floor, water fountain exterior.
- East and west, first and second floor, fire hose cabinets.
- Walk in freezer and cold room doors, accessible from main hallways, not laboratories.
- Railings on North and South Open Stairs and second floor areas. Railings may require weekly dusting and quarterly cleaning.

12. Window Coverings and Blinds: Internal Windows

a.	Spot clean and dust	Day	M	30th
b.	Full cleaning, vacuum, dust	Evening	E3M	January 30 April 30 July 30 October 30

13. Display Cases

a.	Spot clean and dust, glass and items	Day	D	Anytime
b.	Clean display case glass	Day	M	25th

14. Furniture, Tables and Portable Tables

a.	Vacuum south main entrance lobby upholstered benches and GIWS lobby couches and chairs	Evening	W	Friday
b.	vacuum all upholstered and fabric covered couches, chairs and desk chairs	Evening	M	30th
c.	Clean leather and vinyl covered chairs and desk chairs	Evening	M	30th
d.	Spot clean oak common area benches and counter tops	Day	AR	Anytime
e.	Clean oak common area benches and counter tops	Day	W	Friday



f.	Clean common area tables	Day	D	Friday
g.	Clean portable tables used for various functions within the building after each use	Day and Evening	AR	Anytime
h.	Dust open surfaces in all offices: desks, book cases, radiator covers, cabinets, etc.	Evening	W	Friday

15. Wall Hangings and Wall Mounted Fixtures

a.	Dust all wall hangings and pictures Exclude hung artwork at front atrium above waterfall	Day	W	Friday
b.	Dust all wall mounted fixtures, thermostats, first aid stations, door and room signs, clocks, etc. (all surfaces all areas)	Day	W	Friday
c.	Dust/clean wall mounted TV's: GIWS office, any future additions in building	Evening	D	8:00PM

16. Waste and Recycle Containers

a.	Empty all waste containers from all offices and security desk	Evening	D	8:00PM
b.	Empty waste containers from Laboratories: Only containers that have a black garbage bag, DO NOT EMPTY ANY OTHERS	Evening	D	8:00PM
c.	Empty recycle containers from conference and meeting rooms: GIWS meeting room, 1261, 1350, 2330, 2245, 2268	Day	D	8:00PM
d.	Clean and sanitize waste and recycle containers, inside and out	Day	M	30th

Note:

- Empty recycle containers to outside blue bin (north), recycle items must not contain soiled beverage and food containers, snack food wrappers, plastic bags and film, glass.
- All recycle materials must be placed loose in blue bin, no plastic bags except clear bags for shredded paper. For any recycle container lined with a plastic bag, empty the contents of the plastic bag into the recycle bin and either reuse the plastic bag or dispose of the plastic bag into the red waste bin.
- Any recycle containers that are contaminated with non-recyclable items or soiled food/beverage containers are considered waste and must be disposed of in the red waste bin. Refer to the ECCC Recycling Guidelines.

17. Print Room, #1237

a.	Clean table tops	Day	D	3:00PM
b.	Clean/dust printers, paper shredder , laminate machine, cabinets and top	Day	W	Thursday
c.	Empty paper recycle container to recycle outside bin	Day	W	Thursday
d.	Empty garbage container	Day	D	4:00PM
e.	Empty paper shredder into CLEAR plastic bag and place in outside recycle bin	Day	AR	Anytime

18. Fire Protection Equipment

a.	Dust/clean all wall mounted fire protection devices, pull stations, strobes, fire extinguishers, etc.	Day	W	Friday
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b.	Clean exterior fire hose cabinets, door and glass	Day	M	25th
c.	Clean interior of all fire hose cabinets, door and glass	Day	E3M	January 30 April 30 July 30 October 30

19. Conference, Meeting, Seminar Rooms

a.	Clean table tops	Day	D	When not in use
b.	Clean vinyl/leather chairs, vacuum fabric chairs	Day	M	30th
c.	Vacuum carpet twice weekly and as requested or required	Day	TW, ASR, AR	Anytime

E. Washrooms

1. Sinks and Faucets

a.	Clean sinks, faucets, vanity counter tops, counter facing, backsplash and side walls with disinfectant cleaner. Clean mirrors of splash marks	Day & Evening	3D	10:00AM 1:30PM 3:30pm 7:00PM
b.	Clean entire mirror surface	Day	W	Thursday
c.	Clean underside of sinks and drain line plumbing	Day	M	30th

2. Urinals

a.	Clean exterior of urinals, top, sides and underside. Clean flush valves and water lines. Clean inside and basin of urinals with disinfectant cleaner and scrub brush with disinfectant cleaner	Day & Evening	3D	10:00AM 1:30PM 3:30pm 7:00PM
b.	Remove any foreign material, debris, hair from inside urinal	Day	AR	Anytime
c.	Clean inside and basin of urinals with de-scaler solution to remove residues and water scale build up	Evening	W	Thursday
d.	Clean wall areas around urinals of stains and splash marks	Day	D	10:30AM 1:30PM 3:30pm

3. Toilets

a.	Clean toilet seats, top and underside. Clean flush valves and water lines with disinfectant cleaner. Clean toilet bowls with scrub brush and bowl cleaner. Ensure toilets are not left with bowl cleaner in them after cleaning – toilets must be left with clear water.	Day & Evening	3D	10:30AM 1:30PM 3:30pm 7:00PM
b.	Clean toilet bowls with scrub brush and descaler solution to remove residues and water scale build up	Evening	W	Thursday

4. Paper and Soap Dispensers



a.	Clean exterior of paper towel, toilet paper and soap dispensers	Day & Evening	3D	10:30AM 1:30PM 3:30pm 7:00PM
b.	Clean interior of paper towel and toilet paper dispensers	Day	W	Friday
c.	Replenish/ refill all dispensers, check daily	Day	AR	Anytime

5. Toilet Stall Doors and Partitions

a.	Clean door handle/latch with disinfectant cleaner	Day	D	1:30PM
b.	Clean both sides of stall door	Day	TW	Monday Thursday
c.	Clean stall partition walls, posts and supports	Day	M	30th

6. Waste Containers

a.	Empty paper towel waste containers	Day & Evening	3D	10:30AM 1:30PM 3:30pm 7:00PM
b.	Check daily and empty feminine hygiene waste containers, change wax bag, clean and sanitize exterior surfaces	Day	AR	Anytime
c.	Clean/sanitize interior and exterior of all waste containers	Day	2M	15 th 30 th

7. Floors

a.	Sweep/wash floors, keep areas around toilets and under urinals clean of splash marks and residue	Day & Evening	3D	10:30AM 1:30PM 3:30pm 7:00PM
b.	Machine/hand scrub floors and baseboard tile	Evening	2M	15 th 30 th

8. Entrance Doors

a.	Clean/sanitize entrance push plate and exit door handle and surrounding door area	Day & Evening	3D	10:30AM 1:30PM 3:30pm 7:00PM
b.	Clean both sides of doors, Door closers	Day	W	Thursday

9. Washroom Walls

a.	Check and spot clean any stains, splash marks and residue from walls	Day	D	10:30AM 1:30PM 3:30pm
b.	Wash all walls	Evening	E3M	January 30 April 30 July 30 October 30

10. Exhaust Air Grills in Ceiling



a.	Clean/vacuum	Evening	2M	15 th 30 th
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Note:

For Men’s north washroom include cleaning of changing bench and exterior of lockers.

F. Shower Room 1628

1. Locker Area

a.	Sweep and wash floor	Day	D	3:00PM
b.	Clean exterior of lockers, sanitize locker door handles	Day	W	Friday
c.	Clean/dust tops of lockers	Day	W	Friday
d.	Clean inside of lockers	Day	ASR	Anytime

2. Change Room Areas

a.	Sweep and wash floor	Day	D	3:00PM
b.	Clean and sanitize benches	Day	D	3:00PM
c.	Clean mirrors	Day	W	Thursday
d.	Empty waste containers	Day	D	3:00PM

3. Shower Stalls

a.	Check and clean floor basin and walls	Day	D	3:00PM
b.	Check and remove hair from floor drains	Day	D	3:00PM
c.	Clean/sanitize shower water valve all in one assembly, hose and shower head: KEEP it free of water marks, soap and water scale build up	Day	D	3:00PM
d.	Clean Shower doors: KEEP them free of water marks, soap and water scale build up	Day	W & AR	Thursday

4. Room Doors and Walls

a.	Clean/sanitize entrance and change room door handles	Day	D	3:00PM
b.	Clean both sides of doors, Door closers	Day	E2W	15 TH 30 TH
c.	Wash walls	Day	E3M	January 30 April 30 July 30 October 30

5. Exhaust Air Grills in Ceiling

a.	Clean/vacuum	Day	E2W	15 TH 30 TH
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G. Rooms 3000 and 3100



a.	Room 3000 access, sweep and wash stairs to third floor mechanical room, access provided by Site Authorities	Day	W	Friday
b.	Room 3100: sweep and wash stairwell and floor for penthouse weather observation room, access provided by Site Authorities	Day	W	Friday
c.	Clean/dust metal hand rails wall mount light fixtures	Day	M	Friday



PNWRC:

A. Flooring

1. Resilient – Vinyl Tile and Linoleum

a.	Sweep and wash entire floor area (common area hallways)	Evening	D	8:00PM
b.	Sweep and wash entire floor area (all rooms, offices and labs)	Evening	W	Thursday
c.	Polish an spray buff (common area hallways)	Evening	W	Friday
d.	Polish an spray buff (all rooms, offices and labs)	Evening	M	Friday

2. Ceramic Tile:

a.	Sweep and wash tiled floor areas in front main entrance including stairs, first and second floor hallway areas and south stairwell	Evening	D	8:00PM
b.	Scrub tiled floor areas to remove dirt build up, including tile stair treads	Evening	M	25 th

3. Loading Bay Floors

a.	Sweep and wash entire floor areas	Evening	W	Thursday
b.	Scrub entire floor areas	Evening	M	15 th
c.	Clean rolled baseboards and top edges	Evening	M	15 th

4. Marmoleum Flooring

a.	Sweep and wash	Evening	D	8:00PM
b.	Polish and spray buff	Evening	W	30 th

Marmoleum flooring is on first floor between elevator and room 114, rooms 107 and 108, second floor 216 corridor, meeting room 217, north wing west stairwell and second floor north wing washrooms rooms 209 A & B

Floor Care Instructions:

- DO NOT strip and wax
- Polish with soft red pads only
- Use spray buff wax approved for floor polishing

5. Carpeted Areas: Offices and Meeting Room

251, 258, 259, 259A, 266, 267A

a.	Vacuum full floor areas	Evening	W	Thursday
b.	Vacuum carpets as required or as requested	Day and Evening	AR or ASR	Anytime
c.	Spot clean stains and soiled areas in carpet	Day and Evening	AR or ASR	Anytime
d.	Steam clean or shampoo all carpeted areas (April and October)	Evening	E6M	April October

6. All Flooring, All Areas and Rooms

a.	Corners and wall edges to be cleaned of dirt build up	Evening	M	30 th
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b.	All cove base/ baseboards to be kept clean and no splash marks from floor washing or stripper/wax build up	Evening	M	30 th
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B. Walls & Partitions

1. Painted Drywall and Vinyl Wallpaper

a.	Spot clean finger marks, smudges and stains from walls and partitions, including light switches	Evening	D	8:00PM
b.	Clean dirt and stains from and above baseboards	Evening	M	30 th
c.	Dust walls and clean cobweb build up, floor to ceiling	Evening	M	30 th

2. Ceramic Tile, Cindercrete Block and Textured Cindercrete

a.	Spot clean finger marks, smudges and stains from all ceramic tile, cindercrete block walls and columns	Evening	W	Friday
b.	Dust walls and clean cobweb build up, floor to ceiling	Evening	M	30 th
c.	Clean tile baseboards	Evening	M	30 th

3. Partitions: Fabric Covered and Panel Office Partitions

a.	Vacuum all surfaces of fabric partitions	Evening	M	30 th
b.	Clean all surfaces of panel partitions	Evening	M	30 th

4. Emergency Lighting Lamps and Exit Signs

a.	Dust/clean all ceiling/wall mounted emergency lamp heads and Exit Signs	Evening	M	30 th
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5. Wall Hangings and Wall Mounted Fixtures

a.	Dust all wall hangings, pictures and displays	Evening	W	Friday
b.	Dust all wall mounted fixtures, thermostats, first aid stations, door and room signs, clocks, etc. (all surfaces all areas)	Evening	W	Friday

C. Ceilings

1. Acoustical Tile and Painted Drywall

a.	Clean dirt/dust and cobweb build up	Evening	M	15 th
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2. Light Fixtures, Air Supply / Air Return Vents and Grills

a.	Exterior only: Clean dirt/dust and cobweb build up. Vacuum return/exhaust air grills, washrooms, labs, meeting rooms, hallways (DO NOT MISS THIS)	Evening	E3M	Jan. 30 April 30 July 30 Oct. 30
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D. Building: General Areas

1. Lunch Room 263



a.	Sweep and wash entire floor area	Evening	D	8:00PM
b.	Clean all table tops, counter tops, and recycling station	Day & Evening	D	12:45PM 8:00PM
c.	Clean plastic/wood chairs	Evening	D	8:00PM
d.	Vacuum fabric chairs	Evening	W	8:00PM
e.	Clean exterior of beverage fridge and handle	Evening	D	8:00PM

2. Kitchen

a.	Sweep and wash floor	Evening	D	8:00PM
b.	Clean cupboard counter tops and table tops	Evening	D	8:00PM
c.	Clean cupboard doors and handles	Evening	W	Thursday
d.	Clean exterior of fridge, stove, toaster and microwave appliances	Evening	D	8:00PM
e.	Move fridge and stove to clean underneath and behind	Evening	A	July
f.	Clean tops of over counter cupboards	Evening	A	July

3. Main Entrance

a.	Vacuum floor mat and foot grill	Evening	D	8:00PM
b.	Clean/sanitize door handles and push bars	Evening	D	8:00PM
c.	Spot clean exterior and interior door glass and windows (doors to 1 st and 2 nd floors)	Evening	D	8:00PM
d.	Clean exterior and interior door glass, windows and frames	Evening	W	Thursday
e.	Clean door metal and door automatic closers and closer arms	Evening	M	15 th
f.	Clean de-icer cabinet and snow shovel pad	Evening	W	Thursday
g.	Steam clean or pressure wash vestibule foot grills and clean out collection basin	Evening	E6M	April and October
h.	Clean door threshold plates	Evening	W	Thursday
i.	Clean stair hand rail, bannister and base	Evening	D	8:00PM
j.	Clean and dust foyer furniture	Evening	D	8:00PM
k.	Vacuum foyer fabric chairs	Evening	W	Thursday
l.	Dust, clean stone ledges	Evening	W	Thursday

4. Elevator

a.	Clean elevator floor	Evening	D	8:00PM
b.	Spot clean finger marks, smudges and stains from call button, interior and exterior, hallway call buttons all floors	Evening	D	8:00PM
c.	Clean all stainless steel, wall panels and exterior of light fixtures	Evening	W	Thursday
d.	Clean door sill and tracks (cab and landings)	Evening	W	Thursday

5. West and South Entrances

a.	Vacuum floor mats	Evening	D	8:00PM
b.	Spot clean door glass	Evening	D	8:00PM
c.	Clean all door glass	Evening	D	8:00PM
d.	Clean panic bars and exterior door handles	Evening	D	8:00PM
e.	Clean threshold plate	Evening	W	Thursday



6. Stairwells and Landings: West and South

a.	Sweep and wash stairs and landings	Evening	D	8:00PM
b.	Clean hand rails	Evening	D	8:00PM
c.	South: polish oak hand rails, West: clean banisters and base	Evening	M	15 th
d.	Dust, clean all ledges, window sills	Evening		8:00PM

7. Boot Racks: West and South Stairwells

a.	Spot clean boot racks	Evening	D	8:00PM
b.	Remove stored foot ware and clean boot racks	Evening	W	Thursday

8. Internal Doors, Frames and Handles

a.	Hallways to Stairwells: clean door glass and windows, clean door and window frames, clean panic bars and handles	Evening	D	8:00PM
b.	Fire doors: clean doors both sides	Evening	M	30 th
c.	Offices doors: clean doors, frames and handles	Evening	M	30 th
d.	Lab doors: clean doors, frames and handles	Evening	M	30 th
e.	Biohazard Labs (204, 205, 212) and Necropsy Lab (110): clean hallway side only	Evening	M	30 th
f.	Biohazard Labs (204, 205, 212) and Necropsy Lab (110): internal room side only	Evening	M	30 th
g.	Clean threshold plates, all areas	Evening	M	30 th
h.	Clean all doors air vent grills	Evening	M	30 th

9. Windows 1st and 2nd Floor: across from elevator

a.	Spot clean windows	Evening	D	8:00PM
b.	Dust, clean window frames	Evening	D	8:00PM
c.	Dust, clean roll blinds	Evening	W	Thursday
d.	Clean all internal window area and frames	Evening	E3M	Jan. 30 April 30 July 30 Oct. 30

10. Windows, Window Sills, Venetian and Roll Blinds: All Areas

a.	Dust, clean, wipe all window sills and frames, all rooms and labs, hallways, stairwells, washrooms, etc.	Evening	W	Thursday
b.	Dust, clean Venetian and Roll Blinds	Evening	M	15 th

11. Biohazard Laboratories: rooms 204, 205, 212, 107

a.	Empty regular garbage containers (black bag only) DO NOT EMPTY OR HANDLE BIOHAZARD WASTE CONTAINERS	Evening	D	8:00PM
b.	Sweep and wash floors Dust, clean window sills, frames and blinds	Evening	W	



	204 – Monday, 205 – Tuesday, 212 – Wednesday, 107 - Thursday			
c.	Strip and wax floors	Evening	E6M	Jan. 30 July 30

Mandatory:

- **Separate dry mop, broom and dust pan, wet mop and bucket/wringer must be used on Biohazard Lab floors. This equipment must be visibly labelled and used exclusively for Biohazard Labs only. Disinfectant floor soap must be used for floor washing. All biohazard lab cleaning equipment and supplies must be stored in second floor janitor closet room 210.**
- **Stripping and waxing of floors is to be completed on evening shift with the prior arrangement of the Site Authorities. A designated Cleaning Supervisor must be present while the work is completed.**
- **Biohazard Labs are to be cleaned by evening cleaning staff between 6:00PM and 8:00PM. If personnel are present in the lab enter with permission from the lab personnel.**

12. Enforcement Offices: 201, 210, 213, 214, 215, 252

a.	Vacuum offices 214 and 252	Day	Anytime
b.	Sweep and wash floors 201, 210, 213, 215	Day	Anytime
c.	Empty garbage containers	Day	Anytime
d.	Spot clean walls, doors and handles, light switches	Day	Anytime
e.	Dust open surfaces desks, cabinets and bookcases	Day	Anytime
f.	Dust, clean window sills and frames	Day	Anytime
g.	Dust, clean air supply and return vents	Day	Anytime

Enforcement offices are secure rooms and entry is not allowed except for cleaning. Offices will be cleaned on Dayshift only and done with work requests submitted to the Site Authorities from Enforcement staff.

13. Administration Offices: 267 and 267A

a.	Sweep and wash floor 267	Evening	D	8:00PM
b.	Vacuum 267A	Evening	W	Thursday
c.	Empty garbage containers	Evening	D	8:00PM
d.	Clean counter tops 267	Evening	D	8:00PM
e.	Dust, clean window sills, frames and blinds	Evening	W	Thursday
f.	Clean internal windows	Evening	W	Thursday
g.	Dust internal window frames	Evening	D	Thursday
h.	Dust open surfaces of desks, cabinets and shelves	Evening	D	Thursday

14. Meeting Rooms: 217 and 266

a.	Empty waste containers	Evening	D	8:00PM
b.	Clean table tops	Evening	D	8:00PM
c.	Clean vinyl/leather covered chairs	Evening	W	Thursday
d.	Dust video equipment	Evening	W	Thursday

15. Furniture, Tables, Portable tables and Fixtures: Common Areas and Offices



a.	Clean glass topped furniture/tables	Evening	D	8:00PM
b.	Dust, clean common area furniture	Evening	D	8:00PM
c.	Dust, clean office furniture	Evening	W	Thursday

16. Fire Protection Equipment

a.	Dust/clean all wall mounted fire protection devices, pull stations, strobes, fire extinguishers, etc.	Evening	W	Friday
b.	Clean exterior fire hose cabinets, door and glass	Evening	M	15 th
c.	Clean interior of all fire hose cabinets, door and glass	Evening	E3M	Jan. 30 April 30 July 30 Oct. 30

17. Waste and Recycle Containers

a.	Empty all waste containers from offices and rooms	Evening	D	8:00PM
b.	Empty waste containers from Laboratories: Only containers that have a black garbage bag, DO NOT EMPTY ANY OTHERS	Evening	D	8:00PM
c.	Empty recycle containers from rooms: 169, 217, 266	Evening	D	8:00PM
d.	Clean and sanitize waste and recycle containers, inside and out	Evening	M	15 th

Note:

- Empty recycle containers to outside blue bin (west), recycle items must not contain soiled beverage and food containers, snack food wrappers, plastic bags and film, glass.
- All recycle materials must be placed loose in blue bin, no plastic bags except clear bags for shredded paper. For any recycle container lined with a plastic bag, empty the contents of the plastic bag into the recycle bin and either reuse the plastic bag or dispose of the plastic bag into the red waste bin.
- Any recycle containers that are contaminated with non-recyclable items or soiled food/beverage containers are considered waste and must be disposed of in the red waste bin. Refer to the ECCC Recycling Guidelines.

18. Janitor Rooms: 168, 209C

a.	Clean floor, sink and faucet, shelves	Evening	M	15 th
b.	Keep equipment and supplies clean and stored neatly	Always		
c.	Clean door and walls	Evening	E3M	Jan. 30 April 30 July 30 Oct. 30

E. Main Out Building

1. Shop and Storage Building

a.	Check and refill paper towel and soap dispenser , first room	Evening	W	Thursday
b.	Sweep floor all rooms except inside storage cages	Evening	W	Thursday
c.	Wash floor in first room	Evening	M	15 th



F. Washrooms

1. Sinks and Faucets

a.	Clean sinks, faucets, vanity counter tops, counter facing, backsplash and side walls with disinfectant cleaner	Day & Evening	2D	11:30AM 7:00PM
b.	Clean mirrors of splash marks	Day & Evening	2D	11:30AM 7:00PM
c.	Clean entire mirror surface	Day	W	Thursday
d.	Clean underside of sinks and drain line plumbing	Day	M	15 th

2. Urinals

a.	Clean exterior of urinals, top, sides and underside with disinfectant cleaner	Day & Evening	2D	11:30AM 7:00PM
b.	Clean flush valves and water lines with disinfectant cleaner	Day & Evening	2D	11:30AM 7:00PM
c.	Remove any foreign material, debris, hair from inside urinal	Evening	AR	Anytime
d.	Clean inside and basin of urinals with disinfectant cleaner and scrub brush	Day & Evening	2D	11:30AM 7:00PM
e.	Clean inside and basin of urinals with descaler solution to remove residues and water scale build up	Evening	W	Thursday
f.	Clean wall areas around urinals of stains and splash marks	Evening	D	7:00PM

3. Toilets

a.	Clean toilet seats, top and underside with disinfectant cleaner	Day & Evening	2D	11:30AM 7:00PM
b.	Clean exterior of toilet fixtures, sides, front, back and rim with disinfectant cleaner	Day & Evening	2D	11:30AM 7:00PM
c.	Clean toilet bowls with scrub brush and disinfectant cleaner	Day & Evening	2D	11:30AM 7:00PM
d.	Clean toilet bowls with scrub brush and descaler solution to remove residues and water scale build up	Evening	W	Thursday
e.	Clean flush valves and water lines with disinfectant cleaner	Day & Evening	2D	11:30AM 7:00PM

4. Paper and Soap Dispensers

a.	Clean exterior of paper towel, toilet paper and soap dispensers	Day & Evening	2D	11:30AM 7:00PM
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b.	Clean interior of paper towel and toilet paper dispensers	Evening	W	Thursday
c.	Replenish/ refill all dispensers, check daily	Evening	AR	Anytime

5. Toilet Stall Doors and Partitions

a.	Clean door handle/latch with disinfectant cleaner	Evening	D	7:00PM
b.	Clean both sides of stall door	Evening	TW	Monday Thursday
c.	Clean stall partition walls, posts and supports	Evening	M	15 th

6. Waste Containers

a.	Empty paper towel waste containers	Evening	D	7:00PM
b.	Check daily and empty feminine hygiene waste containers, change wax bag, clean and sanitize exterior surfaces	Evening	AR	Anytime
c.	Clean/sanitize interior and exterior of all waste containers	Evening	E2W	15 th 30 th

7. Floors

a.	Sweep/wash floors, keep areas around toilets and under urinals clean of splash marks and residue	Evening	D	7:00PM
b.	Machine/hand scrub floors and baseboard tile	Evening	E2W	15 th 30 th

8. Entrance Doors

a.	Clean/sanitize entrance push plate or handle and exit door handle and surrounding door area	Evening	D	7:00PM
b.	Clean both sides of doors, Door closers	Evening	W	Thursday

9. Washroom Walls

a.	Check and spot clean any stains, splash marks and residue from walls	Evening	D	7:00PM
b.	Wash all walls	Evening	E3M	Jan. 30 April 30 July 30 Oct. 30

10. Exhaust Air Grills in Ceiling

a.	Clean/vacuum	Evening	E2W	15 th 30 th
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11. Showers

a.	Clean shower basin floor and remove hair/debris from drain	Evening	D	7:00PM
b.	Clean/sanitize faucets and shower heads and shower curtains	Evening	W	Thursday



c.	Clean seat and underside of handi-cap chair in 151	Evening	W	Thursday
d.	Scrub floor basins and walls thoroughly	Evening	M	15 th

NHRC & PNWRC Entrance Mats:

NHRC:

- Main front south entrance
- North employee entrance
- 1620 and 1670 exterior doors

PNWRC:

- Main front entrance
- South employee entrance
- Northwest exterior door
- Single bay garage room 172

The Contractor will maintain the service of providing laundered floor mats weekly. To be changed out weekly every Thursday with new clean ones.



APPENDIX 2 TO ANNEX A

ECCC GREEN CLEANING PROGRAM

Introduction:

A Green Cleaning Program for the NHRC and PNWRC has been established to meet the criteria, standards and goals set out primarily in:

- Health Canada's Indoor Air Quality in Office Buildings Guide
- Federal Sustainable Development Strategy
- Environment Canada's Green Procurement Policy
- BOMA Best Certification Program
- Canadian Occupational Health and Safety Regulations
- Canadian Labor Code

Goals:

Cleaning products and equipment used have a direct impact on the environment, air, water and soil. Traditional cleaning products contain hazardous chemicals that can cause serious environmental damage and many are made from non-renewable natural resources, that once depleted are not available to future generations. Cleaning products in ready-to-use formats require more packaging and hazardous waste disposal efforts, in comparison to green clean products that are less hazardous and come in concentrate solutions that minimize packaging and waste disposal.

Common cleaning practices result in the pouring, wiping and spraying of many different products that can leave behind residuals of chemicals that may irritate building occupants and cleaning personnel. Using green clean products can significantly reduce the number and type of chemicals used, resulting in a healthier indoor environment.

The choices made for cleaning products, procedures and equipment can affect the life span of the materials used to construct and maintain buildings. Traditional cleaning products may contain hazardous and harsh chemicals, older technology cleaning equipment is less efficient in energy consumption and in dust and particulate capture. Both can damage and prematurely age building construction materials, finishes, plumbing and air handling systems

With the use of green cleaning products, fewer chemicals are used to achieve the same effect and the chemicals used are less toxic to human health and the environment. Green certified cleaning equipment may be slightly more expensive to purchase initially but promotes sustainability, offers a longer life cycle, is more energy efficient, and outperforms older technologies. This reduces operating, labor, maintenance, replacement and disposal costs.

The ECCC Green Cleaning Program aims to establish and communicate pro-active housekeeping practices that promote a healthy and sustainable environment. These practices, whether they are cleaning methods, equipment selection and use or procurement choices, ensure that the health of building occupants is not compromised, protect building infrastructure, minimize energy consumption, waste and conserve natural resources.

Scope:

The ECCC Green Cleaning Program will apply to a contracted custodial service company that has been awarded a multi-year contract for delivering cleaning and maintenance services to the NHRC and PNWRC. The program conditions will ensure a consistent level of quality service during the term of the contract, and that the health and safety of everyone working within the building as well as environmental considerations are protected within the requirements of the program.

The ECCC Green Cleaning Program is comprised of four objectives:

- Green Cleaning Policy
- Sustainable Procurement Policy
- Sustainable Equipment Policy



- Performance Evaluation

Green Cleaning Policy Requirements:

- Documented Standard Operating Procedures (SOP); step-by-step instructions for completing all cleaning tasks performed within the NHRC and PNWRC sites.
- Provision of personal protective equipment used by cleaning personnel for each cleaning task.
- Safe guards used to protect building occupants during completion of cleaning tasks.
- Documented training program noting duration for initial contract start and subsequent new employees.
- Submission of a schedule of cleaning tasks described in the NHRC and PNWRC cleaning contract statement of work, noting; frequencies, by whom and completion time (time of day, day of week/month, etc.)
- Daily and weekly completion of cleaning logs by each cleaning staff, to verify completion of cleaning schedule tasks.

Sustainable Procurement Policy Requirements:

- Cleaning products and materials such as disinfectants, all purpose cleaners, glass cleaners, floor detergents, garbage bags, etc., must be certified by ECOLOGO or Green Seal. Submission of manufacturer product information sheets and product Safety Data Sheets (SDS).
- Use of cleaning product concentrates, containing chemicals, that utilizes a measuring and dilution control system that limits worker exposure and facilitates proper dilution ratios of chemical concentrates.
- Use of foaming hand soap with a cartridge replacement dispenser, does not contain dyes or fragrances, does not contain anti-microbial agents. Has a neutral pH level.
- Paper towel containing 40-60% recycled content with hands free dispensers. Toilet paper in bulk rolls containing 20-60% recycled content. Paper products must be certified by the Forest Stewardship Council (fsc.org) as having mixed content responsibly sourced.
- Use of microfiber cleaning cloths and equipment utilizing microfiber mops, brushes and pads.

Sustainable Equipment Policy Requirements:

- All powered equipment must have the following features:
 - Ergonomic design to minimize vibration, noise, and user fatigue.
 - Safeguards, such as rollers or rubber bumpers, to reduce potential damage to building surfaces.
 - If the equipment is battery powered, the batteries must be environmentally preferable gel batteries.
- Vacuum cleaners must be certified by the Carpet and Rug Institute (CRI) Seal of Approval/Green Label Vacuum Program at Silver Level minimum and operate with a maximum sound level of less than 70 dBA.
- Carpet extraction equipment, for restorative deep cleaning, must be certified by the Carpet and Rug Institute's Seal of Approval testing program for Deep Cleaning Extractors
- Powered floor maintenance equipment must be equipped with such as vacuums, guards, or other devices for capturing fine particulates and must operate with a sound level of less than 70 dBA.
- Submission of maintenance records.

Performance Evaluation:



The Site Authorities, will access and evaluate the compliance of the ECCC Green Cleaning Program by the following means:

- The Site Authorities, may perform solo inspections at any time to verify completion of required cleaning tasks and to acceptable standards of cleanliness.
- Inspection of cleaning logs completed by cleaning personnel.
- Monthly inspections conducted by Site Authorities, and cleaning company representative, cleaning supervisor or company manager.
- Evaluations of work requests sent to cleaning company by the Site Authorities.
- Success of verbal and written communication efforts with cleaning personnel.
- Cleanliness of janitor rooms and storage of equipment, condition of powered cleaning equipment.
- Verification of certified green cleaning products and equipment are being used.

All evaluation efforts will be documented, and a copy submitted to the cleaning company.

Any ECCC Green Cleaning Program exceptions, requested by the cleaning company, must have prior approval from the NHRC Site Authorities.





ANNEX B

BASIS OF PAYMENT

The Bidder must provide a monthly rate for NHRC and PNWRC for each table below. The monthly rate must be multiplied by the number of months identified in each table below to determine the price for each site (NHRC and PNWRC). An annual allowance for additional cleaning services has been provided in each table below and must not be altered. This is for evaluation purposes only and provided in good faith. The total price for each table must be calculated by adding the price for each site and the allowance for additional cleaning services. Total Bid Price must be calculated by adding the total price for each table. The Bidder must follow the instructions above for its bid to be considered responsive. .

Only information provided in the tables below will be considered by Canada

Janitorial Services Year One May 1, 2023 – March 31, 2024		
NHRC		
Number of Months (A)	Monthly Rate (B)	Price (A)*(B)
11 Months	\$ _____	\$ _____ (C)
PNWRC		
Number of Months (A)	Monthly Rate (B)	Price (A)*(B)
11 Months	\$ _____	\$ _____ (D)
Annual Allowance for Additional Cleaning Services – NHRC and PNWRC		
Allowance for Additional Cleaning Services		\$3,000.00 (E)
Total Price for Year One Excluding Applicable Taxes (Table 1)		\$ _____ (C)+(D)+(E)



Janitorial Services Year Two April 1, 2024 – March 31, 2025		
NHRC		
Number of Months (A)	Monthly Rate (B)	Price (A)*(B)
12 Months	\$ _____	\$ _____ (C)
PNWRC		
Number of Months (A)	Monthly Rate (B)	Price (A)*(B)
12 Months	\$ _____	\$ _____ (D)
Annual Allowance for Additional Cleaning Services – NHRC and PNWRC		
Allowance for Additional Cleaning Services		\$3,000.00 (E)
Total Price for Year Two Excluding Applicable Taxes (Table 2)		\$ _____ (C)+(D)+(E)



Janitorial Services Year Three April 1, 2025 – March 31, 2026		
NHRC		
Number of Months (A)	Monthly Rate (B)	Price (A)*(B)
12 Months	\$ _____	\$ _____ (C)
PNWRC		
Number of Months (A)	Monthly Rate (B)	Price (A)*(B)
12 Months	\$ _____	\$ _____ (D)
Annual Allowance for Additional Cleaning Services – NHRC and PNWRC		
Allowance for Additional Cleaning Services		\$3,000.00 (E)
Total Price for Year Three Excluding Applicable Taxes (Table 3)		\$ _____ (C)+(D)+(E)



Janitorial Services Year Four April 1, 2026 – March 31, 2027		
NHRC		
Number of Months (A)	Monthly Rate (B)	Price (A)*(B)
12 Months	\$ _____	\$ _____ (C)
PNWRC		
Number of Months (A)	Monthly Rate (B)	Price (A)*(B)
12 Months	\$ _____	\$ _____ (D)
Annual Allowance for Additional Cleaning Services – NHRC and PNWRC		
Allowance for Additional Cleaning Services		\$3,000.00 (E)
Total Price for Year Four Excluding Applicable Taxes (Table 4)		\$ _____ (C)+(D)+(E)



Janitorial Services Year Five April 1, 2027 – March 31, 2028		
NHRC		
Number of Months (A)	Monthly Rate (B)	Price (A)*(B)
12 Months	\$ _____	\$ _____ (C)
PNWRC		
Number of Months (A)	Monthly Rate (B)	Price (A)*(B)
12 Months	\$ _____	\$ _____ (D)
Annual Allowance for Additional Cleaning Services – NHRC and PNWRC		
Allowance for Additional Cleaning Services		\$3,000.00 (E)
Total Price for Year Five Excluding Applicable Taxes (Table 5)		\$ _____ (C)+(D)+(E)



Total Bid Price for NHRC and PNWRC	
Total Price for Year One	\$ _____
Total Price for Year Two	\$ _____
Total Price for Year Three	\$ _____
Total Price for Year Four	\$ _____
Total Price for Year Five	\$ _____
Total Bid Price, Applicable Taxes Extra (Table 1) + (Table 2) + (Table 3) + (Table 4) + (Table 5)	\$ _____
Applicable Taxes	\$ _____
Total Price, Including Applicable Taxes	\$ _____



ANNEX "C"

SECURITY REQUIREMENTS CHECK LIST



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat 5000068924
Security Classification / Classification de sécurité unclassified

SECURITY REQUIREMENTS CHECK LIST (SRCL)

LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine ECCC	2. Branch or Directorate / Direction générale ou Direction CSFB	
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Janitorial services at both NHRC and PNWRC		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?	<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)	<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	<input type="checkbox"/> No Non	<input checked="" type="checkbox"/> Yes Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?	<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à : <input type="checkbox"/>	Restricted to: / Limité à : <input type="checkbox"/>	Restricted to: / Limité à : <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays :	Specify country(ies): / Préciser le(s) pays :	Specify country(ies): / Préciser le(s) pays :
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>



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PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? No / Non Yes / Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :
Document Number / Numéro du document :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITE	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET- SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS			

Special comments:
Commentaires spéciaux : _____

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? No / Non Yes / Oui
If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? No / Non Yes / Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? No / Non Yes / Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? No / Non Yes / Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? No / Non Yes / Oui



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PART C - (continued) / PARTIE C - (suite)

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions. Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC						
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET TRÈS SECRET	
											A	B	C				
Information / Assets Renseignements / Biens																	
Production																	
IT Media / Support TI																	
IT Link / Lien électronique																	

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED? No Yes
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED? No Yes
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? Non Oui

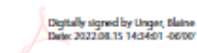
If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



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PART D - AUTHORIZATION / PARTIE D - AUTORISATION

13. Organization Project Authority / Chargé de projet de l'organisme

Name (print) - Nom (en lettres moulées) Blaine Unger	Title - Titre Regional Property Manager	Signature  Digitally signed by Unger, Blaine Date: 2022.08.15 14:34:01 -0600'
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Telephone No. - N° de téléphone 306-221-8088	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel blaine.unger@ec.gc.ca	Date August 15, 2022
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14. Organization Security Authority / Responsable de la sécurité de l'organisme

Name (print) - Nom (en lettres moulées) Lori Nelson	Title - Titre Security Officer	Signature  Digitally signed by Nelson, Lori Date: 2022.12.02 14:38:21 -07'00'
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Telephone No. - N° de téléphone 780 719 5875	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel lori.nelson@ec.gc.ca	Date December 2, 2022
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15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?	<input type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
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16. Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
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Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
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17. Contracting Security Authority / Autorité contractante en matière de sécurité

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
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Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
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ANNEX "D"

INSURANCE REQUIREMENTS

G2001C (2018-06-21) Commercial General Liability Insurance

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
 - a. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - b. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - c. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - d. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - e. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - f. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - g. Employees and, if applicable, Volunteers must be included as Additional Insured.
 - h. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - i. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
 - j. Notice of Cancellation: The Contractor will provide the Contracting Authority thirty (30) days prior written notice of policy cancellation or any changes to the insurance policy.
 - k. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
 - l. Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
 - m. Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.
 - n. Advertising Injury: While not limited to, the endorsement must include coverage piracy or misappropriation of ideas, or infringement of copyright, trademark, title or slogan.
 - o. Sudden and Accidental Pollution Liability (minimum 120 hours): To protect the Contractor for liabilities arising from damages caused by accidental pollution incidents.
 - p. Litigation Rights: Pursuant to subsection 5(d) of the [Department of Justice Act](#), S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.



For the province of Quebec, send to:

*Director Business Law Directorate,
Quebec Regional Office (Ottawa),
Department of Justice,
284 Wellington Street, Room SAT-6042,
Ottawa, Ontario, K1A 0H8*

For other provinces and territories, send to:

*Senior General Counsel,
Civil Litigation Section,
Department of Justice
234 Wellington Street, East Tower
Ottawa, Ontario K1A 0H8*

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.